

IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1

Requirement Name: CX

Execution Start Time:2020-08-06 12-37-23

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
36	35	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

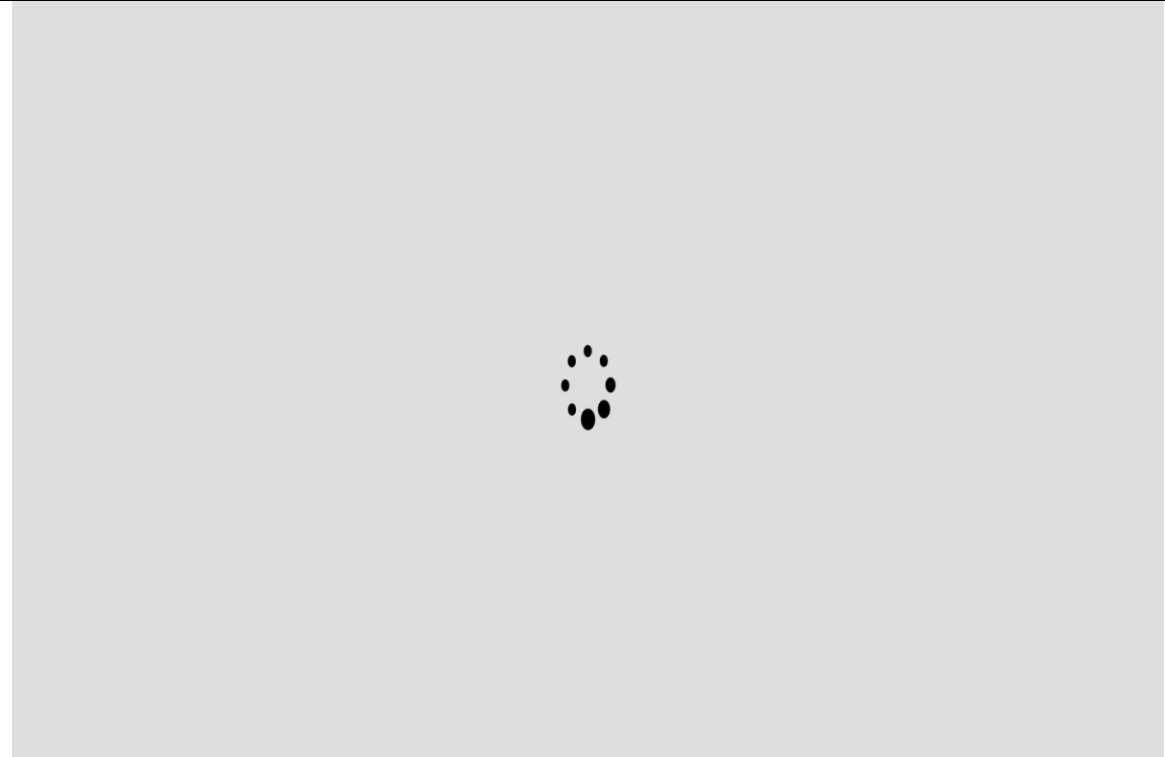
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass


Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



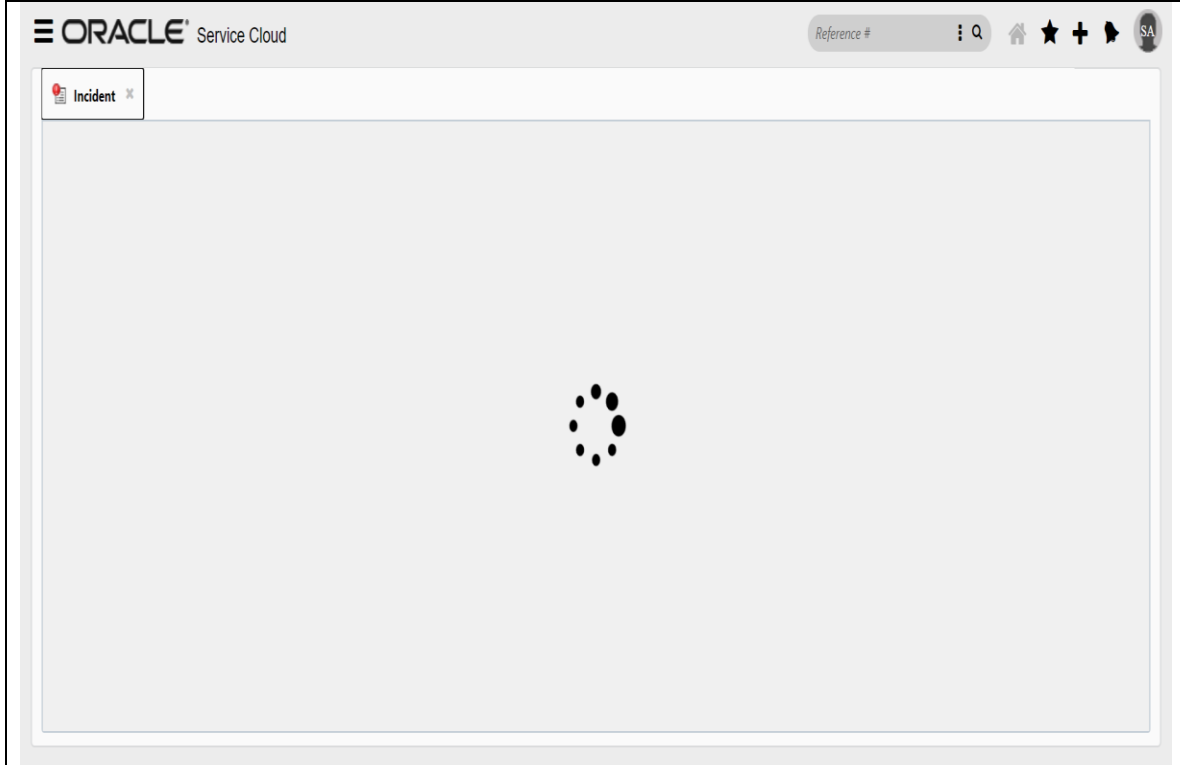
Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



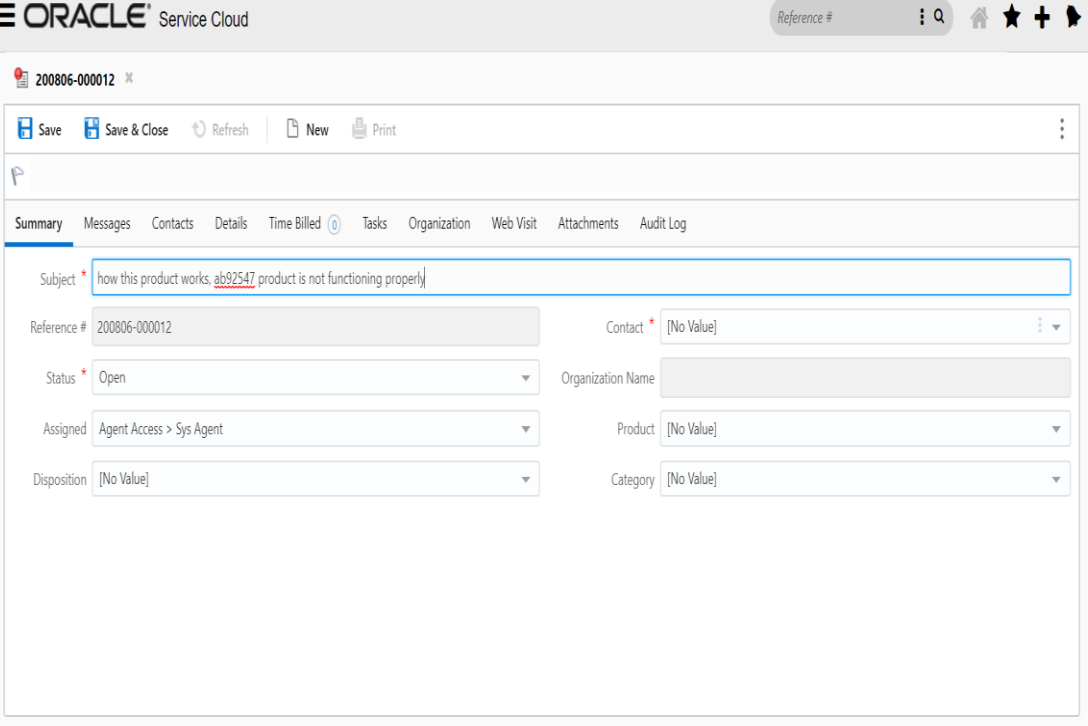
Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident_Subject18 is set with text: how this product works, ab92547 product is not functioning properly

Status: Pass



The screenshot displays the Oracle Service Cloud interface for an incident record. The header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The incident ID '200806-000012' is shown with a close icon. Below the header, there is a toolbar with 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. A tabbed interface includes 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab is active, showing a text field for 'Subject' containing 'how this product works, ab92547 product is not functioning properly'. Below this, there are several input fields: 'Reference #' (200806-000012), 'Contact' ([No Value]), 'Status' (Open), 'Organization Name' (empty), 'Assigned' (Agent Access > Sys Agent), 'Product' ([No Value]), 'Disposition' ([No Value]), and 'Category' ([No Value]).

ORACLE Service Cloud

Reference #

200806-000012

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * how this product works, ab92547 product is not functioning properly

Reference # 200806-000012

Contact * [No Value]

Status * Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The top navigation bar includes the Oracle logo, 'Service Cloud', and a search bar. The case record is for reference # 200806-000012. The 'Subject' field contains the text 'how this product works, ab92547 product is not functioning properly'. The 'Reference #' field is populated with '200806-000012'. The 'Status' field is set to 'Open'. The 'Assigned' field shows 'Agent Access > Sys Agent'. The 'Disposition' field is '[No Value]'. The 'Contact' field is highlighted with a blue border and shows 'Adam Smit'. The 'Organization Name' field is empty. The 'Product' and 'Category' fields are both '[No Value]'. The interface includes tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab is currently active.

Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is present. The main content area is divided into a left sidebar and a right main panel. The sidebar contains a 'Summary' tab and a list of fields: 'Subject', 'Reference #', 'Status', 'Assigned', and 'Disposition'. The 'Assigned' field is currently selected, and its dropdown menu is open, showing a search bar and a list of agents: 'Minhaj Ameen', 'Sys Agent', and 'All'. 'Sys Agent' is highlighted. The right main panel shows a form with fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]). There are also tabs for 'Attachments' and 'Audit Log'.

Step No:9

Step Description: Click on ab92547

Expected Result: ab92547 should be clicked

Actual Result: The Element: ClickProductList is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The case record for '200806-000012' is shown with tabs for Summary, Messages, Contacts, Details, Time Billed, Tasks, Organization, Web Visit, Attachments, and Audit Log. The 'Summary' tab is active, showing the subject 'how this product works, ab92547 product is not functioning properly'. The record details include Reference # 200806-000012, Contact Adam Smit, Status Unresolved, Organization Name California Federation, Product [No Value], and Category [No Value]. The 'Category' dropdown menu is open, showing a search bar and a list of options: [No Value], Proteomics Tools, Primary Antibodies, and Cell & Tissue imaging tools.

ORACLE Service Cloud

Reference #

200806-000012

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * how this product works, ab92547 product is not functioning properly

Reference # 200806-000012

Contact * Adam Smit

Status * Unresolved

Organization Name California Federation

Assigned [No Value]

Product [No Value]

Disposition [No Value]

Category Search...

[No Value]

Proteomics Tools

Primary Antibodies

Cell & Tissue imaging tools

Step No:10

Step Description: Click on Primary Antibodies

Expected Result: Primary Antibodies should be clicked

Actual Result: The Element: ClickCategory is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The case ID '200806-000012' is visible. Below the header, there are tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab is active. The main content area shows the following details:

- Subject: how this product works, ab92547 product is not functioning properly
- Reference #: 200806-000012
- Status: Unresolved
- Assigned: [No Value]
- Disposition: [No Value]
- Contact: Adam Smit
- Organization Name: California Federation
- Product: [No Value]
- Category: Search... (dropdown menu is open)

The dropdown menu for 'Category' is open, showing the following options:

- (No Value)
- Proteomics Tools
- Primary Antibodies (highlighted)
- Cell & Tissue imaging tools

Step No:11

Step Description: WaitTime

Expected Result: WaitTime

Actual Result: The browser had waited (hard wait) for: 5 seconds

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a case record for reference # 200806-000012 is shown. The record includes a subject line: 'how this product works, ab92547 product is not functioning properly'. The record is categorized under 'Summary' with tabs for Messages, Contacts, Details, Time Billed, Tasks, Organization, Web Visit, Attachments, and Audit Log. The record details include: Reference # 200806-000012, Contact Adam Smit, Status Unresolved, Organization Name California Federation, Assigned [No Value], Product [No Value], and Disposition [No Value]. A dropdown menu for the Category field is open, showing options: [No Value], Proteomics Tools, Primary Antibodies, and Cell & Tissue imaging tools.

ORACLE Service Cloud

Reference #

200806-000012

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * how this product works, ab92547 product is not functioning properly

Reference # 200806-000012

Contact * Adam Smit

Status * Unresolved

Organization Name California Federation

Assigned [No Value]

Product [No Value]

Disposition [No Value]

Category Search...

[No Value]

Proteomics Tools

Primary Antibodies

Cell & Tissue imaging tools

Step No:12

Step Description: Click on Save and Close

Expected Result: Click on Save and Close

Actual Result: The Element: SaveAndClose is clicked

Status: Pass

ORACLE Service Cloud

Reference #

200806-000012

Save Save & Close Refresh New Print

Summary Messages Contacts **Details** Time Billed Tasks Organization Web Visit Attachments Audit Log

Mailbox mailboxibmindia@custhelp.com Interface * mow_ibmindia SLA Instance Search...

Source Web Console Incident Editor Language English (US) Queue [No Value]

Severity [No Value]

SA

Step No:13
Step Description: Click on Save and Close
Expected Result: Click on Save and Close
<p>Actual Result: stale element reference: element is not attached to the page document (Session info: chrome=84.0.4147.105) For documentation on this error, please visit: https://www.seleniumhq.org/exceptions/stale_element_reference.html Build info: version: '3.141.59', revision: 'e82be7d358', time: '2018-11-14T08:25:53' System info: host: 'ANITTALA', ip: '192.168.0.105', os.name: 'Windows 10', os.arch: 'amd64', os.version: '10.0', java.version: '13.0.1' Driver info: org.openqa.selenium.chrome.ChromeDriver Capabilities {acceptInsecureCerts: false, browserName: chrome, browserVersion: 84.0.4147.105, chrome: {chromedriverVersion: 83.0.4103.39 (ccbf011cb2d2b..., userDataDir: C:\Users\ABHIRA~1\AppData\L...}, goog:chromeOptions: {debuggerAddress: localhost:50168}, javascriptEnabled: true, networkConnectionEnabled: false, pageLoadStrategy: normal, platform: WINDOWS, platformName: WINDOWS, proxy: Proxy(), setWindowRect: true, strictFileInteractability: false, timeouts: {implicit: 0, pageLoad: 300000, script: 30000}, unhandledPromptBehavior: dismiss and notify, webauthn:virtualAuthenticators: true} Session ID: c7224751d94304e24d68a1be27bd8cc3</p>
Status: Fail
